



LONDON FIRE BRIGADE

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Freedom of Information request reference number: 8349.1

Date of response: 14 February 2024

Request:

1. *Is your force is a current member of the Stonewall Diversity Champions scheme?*
2. *Is your force a current member of the Stonewall Workplace Equality scheme? If so, please provide a copy of the most recent employer feedback report. An example published under FOI can be found here: <https://www.uhnm.nhs.uk/media/7336/20220803-foi-ref-244-2223-2-of-4.pdf>*
3. *How much has your force paid to Stonewall for membership of these schemes in the past five years?*

Response:

Please see my response to each of your requests in turn below:

1. *Is your force is a current member of the Stonewall Diversity Champions scheme?*

We recently published a Freedom of Information response on our [website](#) that provides this information. You can access the response using the following link:

https://www.london-fire.gov.uk/media/8695/82201_response.pdf

2. *Is your force a current member of the Stonewall Workplace Equality scheme? If so, please provide a copy of the most recent employer feedback report. An example published under FOI can be found here: <https://www.uhnm.nhs.uk/media/7336/20220803-foi-ref-244-2223-2-of-4.pdf>*

Our People Services department have confirmed the London Fire Brigade (LFB) are a member of Stonewall Workplace Equality scheme.

The most recent employer feedback report is from a couple of years ago and was received from Stonewall in 2023. The LFB were awarded a bronze award and I have attached a copy of the report to this response.

Please note, our most recent data submission (for 2022/23) is being processed by Stonewall. We expect the results will be announced in the summer of 2024.

3. *How much has your force paid to Stonewall for membership of these schemes in the past five years?*

£12,575.00

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request [on our website](#).

STONEWALL WORKPLACE EQUALITY INDEX 2023

FEEDBACK REPORT

LONDON FIRE BRIGADE

Stonewall



INTRODUCTION

Thank you for participating in the Stonewall Workplace Equality Index 2023.

Whether you're taking your first steps on your inclusion journey or have been entering the Index for many years, you should be proud of your efforts to build a workplace where LGBTQ+ staff can be ourselves.

We should not underestimate the power of inclusive workplaces. After all, many of us spend most of our time at work. If we have to hide who we are, and watch what we say, it can take an enormous personal toll and hold us back from fulfilling our true potential.

Creating an environment where we can all feel comfortable will make your workplace a safer, better and friendlier place for everyone and help your colleagues be proud of who they are.

Our movement has made many strides towards LGBTQ+ equality in employment over the last 30 years, but we know there's still further to go. Thank you for joining us in that journey.

Nancy Kelley, she/her, Chief Executive Officer

At Stonewall, we stand for lesbian, gay, bi, trans, queer, questioning and ace (LGBTQ+) people everywhere. We imagine a world where all LGBTQ+ people are free to be ourselves and can live our lives to the full. We support workplaces to create environments where LGBTQ+ people feel safe, welcomed and free to be themselves.

There are many benefits to developing an inclusive workplace. When people are able to be themselves, they can spend more of their energy on their work and thrive in their roles. Diverse and inclusive teams can also lead to better innovation, collaboration and decision making. Your proven commitment to inclusion can also help make your organisation attractive to the top LGBTQ+ talent and allies, improving the success of your recruitment and staff retention. And, simply, LGBTQ+ inclusion is the right thing to do.

The Workplace Equality Index is designed to help you understand the progress of your inclusion work on a deeper level. It shows you where you have good practice in place, and where you may need to direct more focus to support your LGBTQ+ employees.

In this report, we explain your Workplace Equality Index results and show how you compare to other organisations. In each section we also share feedback to help you decide what next steps to take.

RESULTS AND SCORE SUMMARY

London Fire Brigade ranked 181st with a score of 43.5 out of 200

London Fire Brigade has been awarded a Bronze Award

The Workplace Equality Index is split into eight sections:

Section	Marks awarded	Marks claimed	Marks available	Marks claimed but not awarded
1) Policies and benefits	6.5	12	17	5.5
2) The employee lifecycle	5.5	19.5	22	14
3) LGBTQ+ employee network group	13.5	20	26	6.5
4) Empowering individuals	2	9.5	20	7.5
5) Leadership	6	11	18	5
6) Monitoring	2	3	20	1
7) Supply chain	2	8	17	6
8) External engagement and service delivery	6	8	40	2
Staff feedback questionnaire	0	0	20	0

ORGANISATIONAL CONTEXT

Stonewall has more than 20 years of experience helping to build inclusive workplaces. In that time, we've supported thousands of organisations to create environments that can attract, retain and nurture the best LGBTQ+ talent. We offer guidance on LGBTQ+ inclusion, which workplaces adapt to work for them.

Many different types of organisations enter the Workplace Equality Index and achieve top results. Entrants come from the public, private and third sectors and represent many different industries. Participants operate and are headquartered in all parts of the UK, including Wales, Scotland, Northern Ireland and England. And the size of participants varies too – from organisations with a few hundred staff to organisations to organisations with tens of thousands of staff.

We know these different contexts mean that organisations face different opportunities and challenges, whether that's to do with their budget, regulatory frameworks, or the nature of the work they do.

Though the index is designed suit this full range of workplaces, we aim to share insights into your performance compared to similar organisations and tailor our feedback to fit your context.

London Fire Brigade ranked 68th in the Public Sector

London Fire Brigade ranked 7th in the Emergency Services Sector

London Fire Brigade ranked 65th amongst organisations with 5000+ employees

London Fire Brigade ranked 79th amongst employers headquartered in Greater London

London Fire Brigade ranked 119th amongst employers that operate in Greater London

MARGINALISED AND UNDER-REPRESENTED LGBTQ+ GROUPS

This section focuses on those within our community whose stories and experiences are often less represented in LGBTQ+ inclusion work.

Bi erasure and biphobia are real problems. They create a culture of stigmatisation, and many bi people are still wary about being open about their bi identity in the workplace.

Transphobic discrimination, including against non-binary people, is an area of concern for many workplaces, with staff feeling scared and unable to be their authentic selves around colleagues.

We all have multiple facets of our identities, and many of us experience different forms of marginalisation and discrimination, such as racism and ableism. These experiences also affect many LGBTQ+ people at work. Tackling one form of marginalisation requires tackling them all: ending misogyny and making work welcoming for people of faith, for example, are important for making sure all LGBTQ+ people feel welcome.

By breaking down this data, we aim to show you how you are progressing with work that specifically addresses the needs of these groups.

London Fire Brigade scored 6.5 on questions specific to marginalised or underrepresented LGBTQ+ identities

London Fire Brigade scored 0.5 on questions specific to bi inclusion

London Fire Brigade scored 6 on questions specific to trans inclusion

London Fire Brigade scored 2.5 on questions specific to non-binary inclusion

London Fire Brigade scored 0 on questions specific to inclusion of LGBTQ+ people who experience multiple forms of marginalisation

SECTION ONE: POLICIES AND BENEFITS

This section is about your workplace policies and benefits. We ask about a range of your policies, including those on anti-discrimination, family leave and trans inclusion. We also ask about your workplace facilities and health-related support you may provide.

To ensure your policies provide clarity and support to all LGBTQ+ staff, we review the language and content included within them.

Entrant	Marks awarded	Marks claimed	Marks claimed, not awarded	Marks available
London Fire Brigade	6.5	12	5.5	17
Average: Public Sector	8.5	14	5.5	
Average: Emergency Services	10.5	14.5	4	
Average: Headquartered in Greater London	7.5	13	5.5	
Average: 5000+ employees	8.5	13.5	5	
Average: Bronze	7	13	6	
Average: Silver	8	13.5	5.5	

Strong policies and benefits are the foundation of an inclusive workplace. Having explicitly LGBTQ-inclusive policies helps ensure there are no obstacles for LGBTQ+ staff accessing the benefits and support they're entitled to.

It's great to hear that you welcome feedback on your policies. Proactively communicating this to staff will help them feel more confident to share suggestions. One way to do this is including line at the start of each policy welcoming feedback and sharing details of a team to contact.

You have a strong bullying and harassment policy in place that clearly prohibits these behaviours within your service. To develop the policy further, you could consider providing distinct examples of homophobia, biphobia and transphobia. This can support individuals to accurately identify and understand the different forms these behaviours can take.

Your family and leave policies are largely inclusive of all LGBTQ+ colleagues and couples. You did not claim any marks for your paternity leave policy – if you would like us to review this please speak to your account manager.

It's good that you've introduced a trans inclusion policy to begin supporting your trans and non-binary colleagues. We would recommend including more information about how this policy applies to non-binary people. This is an important way to signal your commitment to supporting all trans people and meet the specific needs of non-binary staff. It is excellent to hear about the in-depth

planning you have done on ensuring that you are providing sufficient gender neutral facilities across your sites. You could also consider referencing this in your trans inclusion policy.

We recommend that time off work relating to transition is treated and recorded separately to sick leave. This makes it clear that being trans is not a form of illness and helps reassure staff that taking the time they need will not affect their sick leave entitlements and pay.

The term 'transsexual' was used in the past as a more medical term. It's still used by some, although without explaining that the term can be considered outdated. many people prefer the terms 'trans' or 'transgender'. While it is a term that some people use to describe their own identity, many people find it outdated or offensive. The term is used in the Equality Act and so it should be used when directly referring to the language of the Equality Act 2010 or other relevant legislation. It may also be appropriate to include within a glossary of terms, along with some context about the use of this word. Where you're not referring to legislation, we would recommend using the term 'trans' which is widely understood as an umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth.

SECTION TWO: THE EMPLOYEE LIFECYCLE

This section is about the journey of employees within your organisation. We look at each stage of the lifecycle, including recruitment, onboarding and training, ongoing communications and support, and exit processes.

For each stage, we review your work to support LGBTQ+ employees and allies to build an inclusive culture.

Entrant	Marks awarded	Marks claimed	Marks claimed, not awarded	Marks available
London Fire Brigade	5.5	19.5	14	22
Average: Public Sector	8	18	10	
Average: Emergency Services	10	19	9	
Average: Headquartered in Greater London	7	16	9	
Average: 5000+ employees	8	17.5	9.5	
Average: Bronze	6	16	10	
Average: Silver	6.5	17.5	11	

From their first interactions with your organisation, it's important that LGBTQ+ staff feel welcome and all staff understand what's expected of them.

To begin attracting LGBTQ+ talent to your organisation, you could consider including a statement of LGBTQ+ inclusion and information on your LGBTQ+ staff network in your job packs and pages. We'd also suggest using diversity job boards to advertise roles. You could also consider providing specific inclusion guidance to staff with recruitment responsibilities. This can be an important way to reduce bias and ensure that LGBTQ+ candidates feel welcome.

It's great that you are providing information on your LGBTQ+ staff network at the induction stage for new joiners. You could develop this work further by issuing an explicit statement on the fire brigade's commitment to LGBTQ+ inclusion at this stage, and signposting any LGBTQ+ specific policies you have in place.

We were unable to review your training materials on your policy on discrimination, bullying, and harassment as this was not uploaded for review. Let's discuss this at benchmarking.

This year you have issued some really effective communications to all staff, covering areas such as trans awareness and your LGBTQ+ network activity. We would recommend developing this work in the coming year by covering other identities, such as bi and non-binary identities, in your awareness raising communications. You could also consider a piece on using pronouns in the workplace.

Your process for ensuring all staff have work towards diversity and inclusion recognised as part of your appraisal process is really strong. You also have a really clear procedure for ensuring that diversity-related issues can be flagged and dealt with appropriately during your exit interview process – well done.

SECTION THREE: LGBTQ+ EMPLOYEE NETWORK GROUP

This section is about your workplace LGBTQ+ Employee Network Group. This could be a formalised, stand-alone group or a specific LGBTQ+ strand of a wider Diversity and Inclusion group.

We review the support your group receives from the organisation, activities and support they offer LGBTQ+ staff and allies, and work they've done to ensure they're inclusive of all LGBTQ+ staff.

Entrant	Marks awarded	Marks claimed	Marks claimed, not awarded	Marks available
London Fire Brigade	13.5	20	6.5	26
Average: Public Sector	12	20	8	
Average: Emergency Services	14	20	6	
Average: Headquartered in Greater London	12.5	19	6.5	
Average: 5000+ employees	14.5	21.5	7	
Average: Bronze	10	17.5	7.5	
Average: Silver	13	20.5	7.5	

LGBTQ+ employee network groups can transform the experiences of LGBTQ+ people at work. They can provide spaces for peer-to-peer support, raising awareness among all staff, and act as a critical friend to the organisation.

It's great to see that at London Fire Brigade you have an LGBTQ+ network group with a defined role and terms of reference. You are supporting your staff network by providing a network budget, a formal senior champion, and providing leadership and professional development opportunities for members. You have a bi rep in place and are looking to introduce a trans rep, which is a good method of ensuring that these identity-specific issues are engaged with as part of your overall network strategy.

The network is playing a key role in supporting LGBTQ+ staff, through providing confidential support on LGBTQ+ issues and providing support for those experiencing bullying and harassment. The network has also held a great range of awareness raising events, including your cake sale to mark Trans Day of Visibility and the Pride breakfast.

To develop even further, you might consider introducing a formal strategy for the representation of underrepresented and marginalised groups within your network. You could also consider holding even more awareness raising events covering

identities you haven't specifically covered so far, such as bi and non-binary identities. We would also recommend ensuring the brigade is supporting the network by protecting time for network members to carry out network-specific activity, and providing specific skills development training for network members to carry out their network duties more effectively.

SECTION FOUR: EMPOWERING INDIVIDUALS

This section is about how you support LGBTQ+ staff and allies to stand up for inclusion and create change in your organisation.

We review how you support LGBTQ+ staff to become changemakers and share their experiences with others. We also look at the initiatives and resources you have in place to support all staff to step up as LGBTQ+ allies.

Entrant	Marks awarded	Marks claimed	Marks claimed, not awarded	Marks available
London Fire Brigade	2	9.5	7.5	20
Average: Public Sector	7	13	6	
Average: Emergency Services	8	14	6	
Average: Headquartered in Greater London	6.5	12	5.5	
Average: 5000+ employees	9	14.5	5.5	
Average: Bronze	4	10	6	
Average: Silver	7.5	13.5	6	

Engaging all staff to take an active role in creating an inclusive environment – whether they’re LGBTQ+ or not – is a powerful way to improve the culture of your organisation. The most inclusive organisations provide specific training and programmes for LGBTQ+ employees, encouraging them to step up as visible role models and changemakers.

Personal stories are a really powerful way to build understanding across an organisation and you have shared one or two examples of this. To build on this, we would recommend exploring how you can share workplace experiences from a wider range of LGBTQ+ staff. If you don’t have many staff who are out at work or comfortable to share, then looking at other workplace experiences within your sector is good practice. This gives LGBTQ+ employees the opportunity to share the barriers they have faced and non-LGBTQ+ employees the opportunity to better understand the different experiences of their colleagues.

When looking at allyship work, having formalised programmes, workstreams or initiatives in place can support you to engage non-LGBTQ+ people as allies more consistently and effectively.

SECTION FIVE: LEADERSHIP

This section is about the work of leaders in your workplace to support LGBTQ+ inclusion.

We review how you support senior leaders to learn about LGBTQ+ inclusion, as well as visibility and support they give to your LGBTQ+ and activities. We also look at how expectations of inclusive leadership are built into recruitment and appraisal processes for all leaders.

Entrant	Marks awarded	Marks claimed	Marks claimed, not awarded	Marks available
London Fire Brigade	6	11	5	18
Average: Public Sector	5.5	10.5	5	
Average: Emergency Services	7.5	13.5	6	
Average: Headquartered in Greater London	5.5	10	4.5	
Average: 5000+ employees	6.5	11.5	5	
Average: Bronze	4	7.5	3.5	
Average: Silver	6	10.5	4.5	

Visible senior champions play a crucial role in building an environment where LGBTQ+ employees can be themselves and reach their full potential. They can help set the culture of your organisation, use their influence to raise important issues, and make key decisions that impact the lives of LGBTQ+ employees.

You have done some really thorough work ensuring that senior leaders are required to meet an inclusion-based competency at the recruitment stage – well done. To embed this further, you could consider having senior leaders require an inclusion-based objective as part of the performance appraisal process.

Your senior leaders have done some good work meeting periodically with your LGBTQ+ network, speaking at internal LGBTQ+ events (such as your Pride breakfast) and attending external LGBTQ+ events, such as the Lord Mayor’s Pride reception. To develop further it would be great to see senior leaders issuing strong messages of LGBTQ+ equality, including identity-specific messages. We would also recommend ensuring that senior leaders are reviewing LGBTQ+ inclusion strategies and top-line monitoring reports within the brigade.

A good next step would be to support board and senior management employees to build their understanding of the issues affecting LGBTQ+ staff. You could consider sharing opportunities to attend events and seminars, or setting up a ‘reverse mentoring’ scheme where junior LGBTQ+ staff can directly share their experiences of your workplace.

SECTION SIX: MONITORING

This section is about how you use equalities data to understand the experiences of your LGBTQ+ staff and the progress of your inclusion work.

We review how you collect and use information about employees' sexual orientation, gender and trans status to understand experiences across staff recruitment, pay, and satisfaction. We also look at the initiatives you have in place to encourage LGBTQ+ staff to share this data with you.

Entrant	Marks awarded	Marks claimed	Marks claimed, not awarded	Marks available
London Fire Brigade	2	3	1	20
Average: Public Sector	3	10.5	7.5	
Average: Emergency Services	4.5	11	6.5	
Average: Headquartered in Greater London	3	8.5	5.5	
Average: 5000+ employees	3	9.5	6.5	
Average: Bronze	2.5	7.5	5	
Average: Silver	2.5	8.5	6	

Collecting and analysing equalities monitoring data is a key way to gather insight into the representation and experiences of LGBTQ+ staff.

It's good that you are monitoring staff data on the basis of sexual orientation. We would suggest using 'bi' instead of 'bisexual' as this is more commonly understood as an umbrella term that includes 'bisexual', 'pan', and other terms. Using 'bi' provides an option for people who have non-monosexual identities but don't use the term bisexual – it also means you're more likely to get a big enough sample size to conduct robust analysis. We would also recommend including a definition of bi where possible – either under the question, linked from the question or in surrounding comms.

Distinguishing between trans and cis identities when collecting data about employees' gender (rather than trans status) could be interpreted as invalidating trans people's identities and cause distress to trans employees. We recommend comparing the experiences of trans and cis men and women by combining data from questions on gender and trans status. We would recommend reviewing this at the next opportunity. You could consider introducing a specific question about trans identity to gather insights into the experiences of your trans employees. We can share good practice wording to support with this.

To gather the most helpful data, it's important to use inclusive questions, clearly communicate why you're collecting the data, and provide information about data protection and confidentiality. Once you've collected this data, you can conduct

in-depth analysis to inform where you should focus your inclusion efforts. By feeding back to staff how you're responding to these insights, you'll encourage their engagement in future exercises.

SECTION SEVEN: SUPPLY CHAINS

This section is about how LGBTQ+ inclusion is built into your supply chain or procurement processes.

We review how you encourage other organisations to advance their LGBTQ+ inclusion practices at all stages of the process, from tendering to engaging with existing suppliers.

Entrant	Marks awarded	Marks claimed	Marks claimed, not awarded	Marks available
London Fire Brigade	2	8	6	17
Average: Public Sector	3.5	7	3.5	
Average: Emergency Services	5	8.5	3.5	
Average: Headquartered in Greater London	3	6	3	
Average: 5000+ employees	4.5	8	3.5	
Average: Bronze	1.5	4.5	3	
Average: Silver	1.5	5	3.5	

Ensuring that your supply chain processes are LGBTQ-inclusive helps advance equality beyond your four walls. It also helps prevent your staff and service users experiencing discrimination in their interactions with your suppliers. This could be a good area to focus on next.

It's great that you have a standing item on diversity and inclusion in your contract management meetings with your key strategic suppliers. As a next step, we would recommend asking potential key suppliers about their LGBTQ+ inclusion practice. For example, you could ask whether they have foundational policies in place that ban bullying, harassment and discrimination, and request to review these. This signals that you expect all suppliers to uphold your values of equality and inclusion.

It's unclear if you require potential suppliers to make improvements where they don't meet your expectations around LGBTQ+ inclusion. Having clear, consistent processes for requiring improvements – for example, by agreeing tangible goals and timeframes for improvement – is a robust way to embed LGBTQ+ inclusion in your supply chain.

We would also encourage you to continue to build inclusion into your work with existing suppliers. For example, you could consider holding joint LGBTQ+ diversity and inclusion training with your suppliers.

SECTION EIGHT: EXTERNAL ENGAGEMENT

This section is about how you embed LGBTQ+ inclusion in your external-facing work.

We review how you promote LGBTQ+ equality in how your sector and support the wider LGBTQ+ community.

Entrant	Marks awarded	Marks claimed	Marks claimed, not awarded	Marks available
London Fire Brigade	6	8	2	40
Average: Public Sector	10	22	12	
Average: Emergency Services	12.5	23.5	11	
Average: Headquartered in Greater London	9	16.5	7.5	
Average: 5000+ employees	11.5	21.5	10	
Average: Bronze	6	13.5	7.5	
Average: Silver	8.5	20.5	12	

Strong external engagement with LGBTQ+ equality issues is a great way to signal that London Fire Brigade is an inclusive workplace, both within your sector and to the wider community. It can also help make prospective LGBTQ+ staff aware of the great initiatives you are involved with.

It's great to hear about how you have engaged with LGBTQ+ campaigns over the last year, such as through the photography exhibition you held at the Euston Fire Stations celebrating LGBTQ+ firefighters. You also shared good messages of LGBTQ+ equality on your social media accounts. To expand on this work you might consider sharing some identity-specific messages, such as bi and trans specific messages.

You could also consider ways to support LGBTQ+ groups and initiatives. This doesn't need to be financial support – for example it could involve sharing meeting space or expertise. You could also use your platform on social media to share messages of equality or support for specific campaigns.

STAFF FEEDBACK QUESTIONNAIRE

The Staff Feedback Questionnaire is an anonymous survey that we ask Workplace Equality Index participants to share with all their employees. The results form part of your total score, alongside your main submission.

We ask respondents about their identities and experiences relating to inclusion in the workplace.

Entrant	Marks awarded	Marks eligible	Marks eligible, not awarded	Marks available
London Fire Brigade	0	0	0	20
Average: Public Sector	8	16	8	
Average: Emergency Services	8	15	7	
Average: Headquartered in Greater London	10	14.5	4.5	
Average: 5000+ employees	10.5	17.5	7	
Average: Bronze	6	11.5	5.5	
Average: Silver	8.5	16	7.5	

ABOUT THIS REPORT

This report is produced by Stonewall, a UK-based charity that stands for the freedom, equity and potential of all lesbian, gay, bi, trans, queer, questioning and ace (LGBTQ+) people.

At Stonewall, we imagine a world where LGBTQ+ people everywhere can live our lives to the full.

Founded in London in 1989, we now work in each nation of the UK and have established partnerships across the globe. Over the last three decades, we have created transformative change in the lives of LGBTQ+ people in the UK, helping win equal rights around marriage, having children and inclusive education.

Our campaigns drive positive change for our communities, and our sustained change and empowerment programmes ensure that LGBTQ+ people can thrive throughout our lives. We make sure that the world hears and learns from our communities, and our work is grounded in evidence and expertise.

To find out more about our work, visit us at

Registered Charity No 1101255 (England and Wales) and SC039681 (Scotland)

Stonewall is proud to provide information, support and guidance on LGBTQ+ inclusion; working towards a world where we're all free to be. This does not constitute legal advice, and is not intended to be a substitute for legal counsel on any subject matter.